

STATE OF CONNECTICUT
PURCHASE OF SERVICE CONTRACT
("POS", "Contract" and/or "contract")

Revised August 2011

**Part I. SCOPE OF SERVICES, CONTRACT PERFORMANCE, BUDGET, REPORTS,
PROGRAM-SPECIFIC AND AGENCY-SPECIFIC SECTIONS**

SECTION A
Subsection A.1

11/06/2008

GENERAL TERMS AND CONDITIONS

8) Cultural Competence

The Contractor shall deliver culturally competent services. Culturally competent services encompass a set of behaviors, skills, attitudes and policies that promote awareness, acceptance, and respect for differences among people by developing a flexible service delivery that can be easily adapted to meet the evolving and/or emerging needs of diverse populations. This may include but is not limited to the following:

- a) a program or institutional mission or goal statement that explicitly incorporates a commitment to cultural diversity,
- b) policies and procedures for the provision of interpreter/translator services.
- c) readily available bilingual staff who can communicate directly with clients in their preferred language, and who are assessed for their ability to convey information accurately in both languages,
- d) the development of non-English client-related materials that are appropriate for the population served by the program,
- e) signage (in commonly encountered languages) that provides notices and directions to services within the facility,
- f) policies and procedures to address the needs of the patient population, taking into account factors such as race and ethnicity, age, gender, hearing impairment, visual impairment, physical disability, mental illness, developmental disability, and sexual orientation,
- g) strategies in place to actively recruit and retain a culturally diverse staff (e.g., if the patient population is mainly from minority populations, applicants who are of related minority groups with equivalent clinical expertise as the majority applicants could be assigned more value on the cultural competency scale),
- h) institutional policies and procedures to accommodate the ethnic and cultural practices of patients, families, and staff,
- i) an organized way to collect data on the ethnic and cultural characteristics of patients and families served by the program, and
- j) surveys and other methods of assessing the satisfaction of patients and their families related to cultural diversity.

9) Respect and Dignity

- a) The Contractor shall provide services under this Contract in a manner which respects the dignity of each service recipient, which may include but not be limited to provision or accommodation of the following:
 - i) adequate waiting areas for service recipients, including sufficient seating,
 - ii) adequate staff for the timely provision of contracted services,
 - iii) adequate facilities and arrangements for the proper delivery of contracted services to service recipients,
 - iv) training Contractor's staff to comply with all applicable state and federal statutes and regulations regarding non-discrimination, and
 - v) customer service that is responsive, positive and respectful
- b) If the Department deems it necessary for the Program or services conducted by the Contractor under this Contract, DPH may monitor service delivery to determine Contractor's compliance under this Section.

10) Client Satisfaction

The Contractor shall establish and maintain an effective process:

- a) for service recipients to make complaints or raise concerns about services they have received under this Contract which were provided to them by the Contractor,
- b) to address and resolve such complaints or concerns, and
- c) which includes collaboration by the Contractor with Department representatives to discuss steps to achieve service recipient satisfaction with services rendered under this Contract.